

# ena<sup>SM</sup> Video Connect

## Getting Starting Guide

A how-to guide for performing common ENA Video Connect tasks.

### How do I...

#### ► Connect my equipment?

You should have two pieces of equipment:

- a web camera,
- and either a speaker/microphone or a set of headphones/microphone.



Web Camera



Speaker/Microphone



Headset/Microphone



Plug devices into your computer

#### ► Connect your equipment by plugging them into your computer's USB ports.

1. Plug the speaker or headphones into your computer.
2. Plug the camera into your computer.
3. Sit the camera on top of your computer monitor.

#### ► Launch ENA Video Connect?

If you have a **new account** and you have **not installed** the software:

1. Go to your portal's website.
2. Sign in.
3. Follow the prompts to install the software.
4. When the **Configuration and Status** screen displays, click **Devices**.
5. Select the speaker, microphone and camera you will be using.
6. Click **Echo Cancellation**.
7. Click **Save**.

If you have **already installed** the software:

1. Start VidyoDesktop from your programs list.
2. Go to your portal's website.
3. Sign in.

#### ► Make a direct call?

1. Find the contact you want to call by typing the user's name into the **Search** field.  
Alternatively, you may enter \* to view all who are currently online and can receive a call.
2. If the **User Status** is **Available**, click **Call Direct**.

#### ► Start a multi-point call/meeting in my room?

Before you can host a meeting in your room, you must invite guests to participate.

1. Click **Control Meeting**.
2. Click **Room Links**.
3. Click **Copy Link**.
4. Paste link into e-mail.
5. Send e-mail invitation invite to guests. Be sure to indicate the time of the call/meeting.

#### When it is time for the meeting do the following to join your room:

1. Click **My Room**.
2. Click **Join Room**.

#### ► Join a multi-point call/meeting in another room?

1. Find the room you want to call by typing the room name in the **Search** field. If another user is hosting the call, type the user's name in the **Search** field.
2. Select the desired room from the list that displays.
3. Check the room's status. It should be **Empty** or **Occupied**.
4. Click **Join Room**.

#### ► Use the toolbar?



Change screen layout (only functions with three or more participants)



Full screen mode



Share an application window with other participants (See Quick Reference Guide for details)



Toggle among shared application windows



Turn on/off **Self-view** (the ability to see your self), including Picture-in-Picture (PIP)



Speaker volume (up, down, mute)



**Call an H323 device?**

There are different types of devices used in video teleconferencing like Tandberg and Polycom units. Those video teleconferencing units are referred to as H323 devices.

**To call an H323 device like a Tandberg or Polycom unit, do the following:**

1. Join your room.
2. Go to **Control Meeting**.
3. Click on the **Add Participants** button.
4. Enter the appropriate dial string from the table below.
5. Select **Connect**.

Device	Resolution	Direction	Dial String
H323 Appliance (single point)	CIF	To device from ENA Connect	02<IP Address>
H323 Appliance (single point)	SD	To device from ENA Connect	03<IP Address>
H323 Appliance (single point)	HD	To device from ENA Connect	04<IP Address>
MCU Appliance	CIF	To device from ENA Connect	02<IP Address>,<Legacy Extension>
MCU Appliance	SD	To device from ENA Connect	03<IP Address>,<Legacy Extension>
MCU Appliance	HD	To device from ENA Connect	04<IP Address>,<Legacy Extension>
H323 Appliance (single point)	CIF	From device to ENA Connect	02<ENA Connect Ext>@vgate.enavideo.com
H323 Appliance (single point)	SD	From device to ENA Connect	03<ENA Connect Ext>@vgate.enavideo.com
H323 Appliance (single point)	HD	From device to ENA Connect	04<ENA Connect Ext>@vgate.enavideo.com
MCU Appliance	CIF	From device to ENA Connect	02<ENA Connect Ext>@vgate.enavideo.com
MCU Appliance	SD	From device to ENA Connect	03<ENA Connect Ext>@vgate.enavideo.com
MCU Appliance	HD	From device to ENA Connect	04<ENA Connect Ext>@vgate.enavideo.com

## Support Contact Information

ENA provides a 24x7x365 Customer Technical Assistance Center (CTAC) staffed by individuals highly skilled in all ENA services to provide responsive and comprehensive customer assistance on any and all service incidents and requests for service. The CTAC is the first level of support for ENA Video Connect Services.

Listed below are all available support contacts for ENA Video Connect.

Name	Function/Title	Availability	Phone Contact	E-mail Contact
ENA CTAC	ENA's 24-hour support and service center. The first line of support for customers	24x7x365	888-612-2880	<a href="mailto:support@ena.com">support@ena.com</a>
Michael Pfannensteil	Technical Product Manager, ENA Video Connect	8AM - 5PM EST	(615) 312-6096 OR 888-615-1101 x6096	<a href="mailto:mpfannensteil@ena.com">mpfannensteil@ena.com</a>
Philip Turley	Project Administrator	8AM - 5PM CST	(615) 312-6046 OR 888-615-1101 x6046	<a href="mailto:pturley@ena.com">pturley@ena.com</a>
Patrick McGee	Account Service Manager	24x7x365	(615) 312-6184	<a href="mailto:pmcgee@ena.com">pmcgee@ena.com</a>
Mark Smith	Director of Sales	24x7x365	(615) 312-6155	<a href="mailto:msmith@ena.com">msmith@ena.com</a>

